

HP Mobile Printing for Pocket PC

User Guide



English



HP Mobile Printing for Pocket PC User Guide

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1 Introduction

About HP Mobile Printing for Pocket PC

HP Mobile Printing for Pocket PC lets you print e-mail messages, attachments, and files to a variety of printers. It also enables printing from Calendar, Contacts, and Tasks, as well as Microsoft Pocket Word, Pocket Excel, and Pocket Internet Explorer. HP Mobile Printing works with Pocket PCs running Microsoft® Pocket PC 2003 and Pocket PC 2003 SE.

HP Mobile Printing works by using Direct Printing as a standalone application for convenient, wireless printing of e-mail messages and files from a Pocket PC to a Bluetooth®, infrared, or network printer.

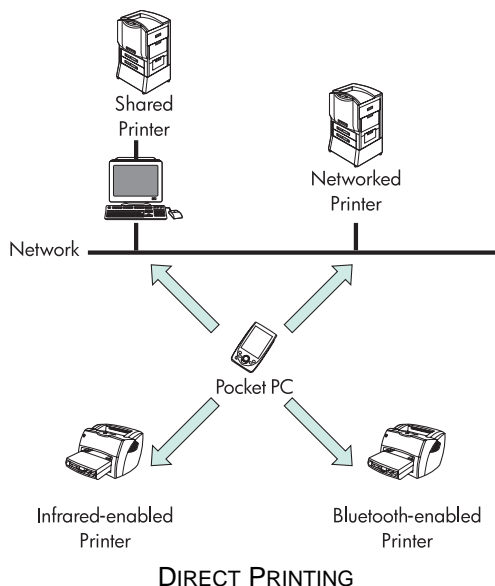
To start printing without further setup, see [Chapter 2](#). To learn more about the features before you begin, see the following pages.

Direct Printing

As its name suggests, Direct Printing lets you print directly from a Pocket PC to a printer which can be a Bluetooth, infrared, or network printer (Wi-Fi direct printing only), depending on the Pocket PC's capabilities.

NOTE: A network printer must be configured to Ad Hoc mode to enable direct printing."

Direct Printing offers mobile printing whether you are at home, in the office, on a business trip, or at a conference or a sales meeting.



You can do the following:

- Create a printer list (optional).
- Print directly from Microsoft applications, such as Pocket Word, Pocket Excel, and Pocket Internet Explorer.
- Together with the WESTTEK® ClearVue™ viewers, print native Microsoft Office and Adobe .pdf files.

NOTE: Adobe Acrobat Reader is available to view and print Adobe Acrobat format (*.pdf) documents. To download a free copy, visit Adobe's web site at <http://www.adobe.com/products/acrobat/readerforppc.html>.

- Print details of appointments, contacts, and tasks directly from Calendar, Contacts, and Tasks.

Features

The following table shows the features of Direct Printing.

Direct Printing	
Location	Mobile printing in or out of the office.
Printers	Print directly to Bluetooth and infrared printers as well as shared and networked printers. Also print directly to Wi-Fi enabled printers.
Processing	<p>Processing done on the Pocket PC and complex documents may take some time to print.</p> <p>Print quality might not be as good as printing from a desktop computer. For example, some embedded graphics might not print, or you might see slight changes in the formatting on the printed page.</p>
File printing	<p>The supported file formats are:</p> <ul style="list-style-type: none">• Plain text format (.txt)• Pocket Excel (.pxl)• Pocket Word documents (.psw, .rtf)• Notes documents (.pwi)• Image formats (.bmp, .jpg) <p>If WESTTEK's ClearVue viewers are installed, you can also print:</p> <ul style="list-style-type: none">• Microsoft Office documents (.doc, .ppt, .pps, .xls)• Adobe Acrobat documents (.pdf) <p>NOTE: Adobe Acrobat Reader is available to view and print Adobe Acrobat format (*.pdf) documents. To download a copy, visit Adobe's web site at http://www.adobe.com/products/acrobat/readerforppc.html.</p>
E-mail printing	E-mail attachments to be printed must first be downloaded to a Pocket PC.
Web page printing	Print directly from Microsoft Pocket Internet Explorer.

Get help with HP Mobile Printing

If you experience problems, there are a variety of resources available to help you find an answer:

- Get help while using HP Mobile Printing. Tap **Help** on the **Start** menu to display the help topic for a specific feature.



- Go to the HP support Web site for user guides, product information, and FAQs. To access the HP support Web site, open a browser window and go to <http://www.hp.com/support/pocketpcprint>.
- Contact HP Customer Support for assistance:
 - Via e-mail at <http://www.hp.com/support/pocketpcprint>. Click **contact support**. Follow the e-mail specific links to the HP product list “after you buy,” and then click **software**.
 - By phone in the U.S. at (800) 474-6836 [1-800-HPINVENT].
 - By phone outside the U.S., please use the regional HP Support numbers.

When contacting support via phone, you may be presented with a voice recognition system. Clearly state the name of the product, HP Mobile Printing for Pocket PC, to be routed to the correct support group. Otherwise, follow the phone-menu options and select Printing to be routed to the correct support group.

To help ensure any issues are quickly resolved, be prepared to provide the following information:

- What is the version of the product?
(In HP Mobile Printing, tap **Tools**, and then tap **About** to find the version.)
- What is the problem that the product is experiencing?
- Can you reproduce this problem on a regular basis?
- What troubleshooting steps have you already taken?

In addition, the customer support agent may request log files to be sent to help characterize the issue more readily. These log files can be found in the **/Temp** directory of the Pocket PC.

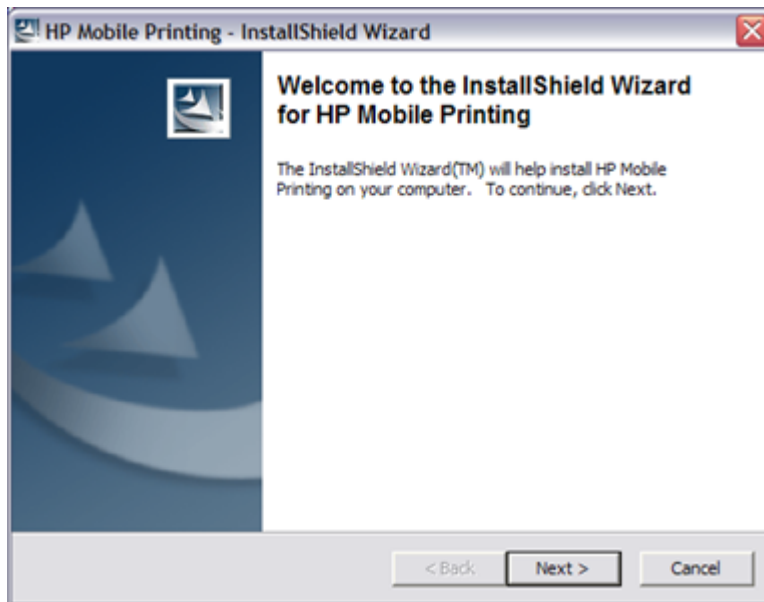
2 Installation

Installing HP Mobile Printing

HP Mobile Printing for Pocket PC is easy to install and makes on-the-go printing simple and dependable.

To install HP Mobile Printing

1. Download HP Mobile Printing software from http://www.hp.com/go/pocketpcprint_software to C:/temp in your computer's hard drive.
2. Once the file is downloaded, double click on the **HPMobilePrinting.exe** file to start the installation or click on **Run...** from the Start menu, and type C:\temp\HPMobilePrinting.exe in the text window, then click **OK**.
3. Follow the instructions on the InstallShield Wizard.



3 Creating a printer list

About the printer list

Create a list of the printers you frequently use, so that you can select them quickly when you print. The printer list is set up in the **Printers** tab of the Configuration screen (see Add a printer for instructions).

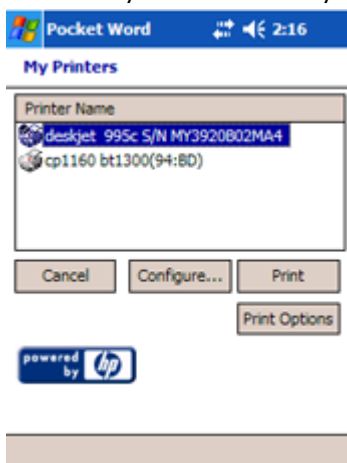


Opening Print Configuration

To open the Print Config screen:

1. Tap **Start**.
2. Tap **Programs**.
3. Tap **Print Manager**.
4. Tap **Tools**.
5. Tap **Print Config**.

This list of printers is then available for easy selection when you print from HP Mobile Printing.



Configure allows you to add, modify, or remove printers. **Print Options** allows you to select the number of copies (up to 99), the print quality (draft, normal, or best), and the paper size (letter, A4, or legal).

Supported printers

Depending on the capabilities of Pocket PC, you may be able to print directly to the following types of printers:

- Bluetooth printer
- Network or shared printer
- Infrared printer

Supported printers and print settings

The following table lists the supported printers together with the print quality settings that will be used when printing. For example, if you select Plain Paper when printing to the HP Deskjet 450, the printer uses Draft or Normal mode, depending on which setting you chose. If you select Photo Paper, however, the printer always prints in Best mode.

For printers such as the CP 1160/1700 Series printers, the Paper Type and Quality settings are not available. The printer automatically determines the paper type loaded in the printer and selects the appropriate print quality setting.

Paper Type, Quality, and the following print settings are found in the Print Options screen (see Chapter 4, [Choose print options](#)):

- Copies (1 to 99)
- Color Mode (Color or Black & White)
“Color” is not available for the LaserJet Monochrome series.
- Paper Size (letter, A4, or legal)

Printer

Business Inkjet 1100 series	DeskJet 825/845 series	Photosmart 325
Business InkJet CP 1160/1700 series	DeskJet 900 series	Photosmart 375
Business Inkjet 2200 series	DeskJet 9300	Photosmart 1000/1100
Business Inkjet 2600	DeskJet 9600	Photosmart 1110/1200/ 1300 series
Business Inkjet 3000	DeskJet 960/980/990C series	Photosmart 2600/2700 series
Color LaserJet series	DeskJet 995C series	Photosmart 8150
DeskJet 1120C series	LaserJet Monochrome series	Photosmart 8450
DeskJet 1220C	OfficeJet D series	PostScript® Printer
DeskJet 350	OfficeJet G/K/V Series	PSC 500 series
DeskJet 3800 series	OfficeJet R/T series	PSC 700/900 series
DeskJet 450	OfficeJet 5100	PSC 2000 series
DeskJet 800 series	OfficeJet 6100	
DeskJet 5100 series	OfficeJet 7100	
DeskJet 5500 series	OfficeJet 7300	
DeskJet 5600 series	OfficeJet 7400	
DeskJet 5800 series	Photosmart	
DeskJet 6100 series	Photosmart 100/200 series	

HP Mobile Printing can also print to other non-HP printers.

NOTE: The HP LaserJet printers, HP Deskjet 1120C series printers do not support printing on photo paper.

If a printer model is not listed, select the series that matches the printer. For example, to use a HP Photosmart 7150 printer, select **Photosmart 7000 series**.

Add a printer

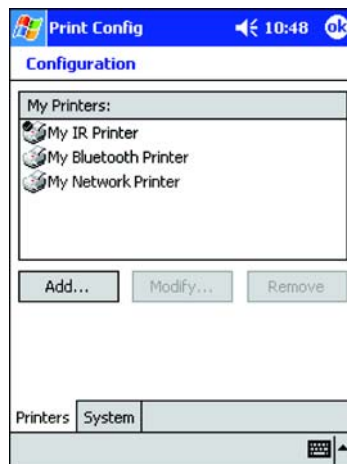
Follow the procedures below to add a network, shared printer, or infrared printer to the printer list. For Bluetooth printers, see [Choose a Bluetooth printer](#).

To add a printer, first select the type of printer, then select or search for the specific printer.

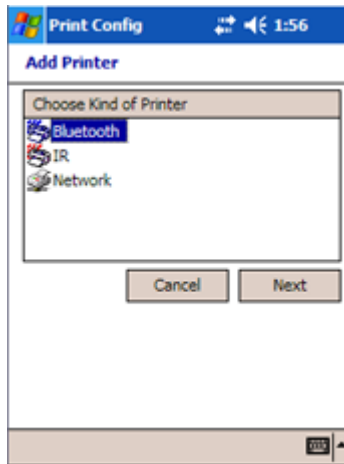
To choose the type of printer

Open the Print Config screen:

1. Tap **Start**.
2. Tap **Programs**.
3. Tap **Print Manager**.
4. Tap **Tools**.
5. Tap **Print Config**.
6. In the **Printers** tab, tap **Add**.



7. In the Add Printer screen, select the printer type, and then tap **Next**.



Continue with the instructions below to choose a printer of the selected type:

- Choose a Bluetooth printer
- Choose a network printer (network and shared printers)
- Choose an infrared printer

Choose a Bluetooth printer

The steps for choosing a Bluetooth printer depend on the Pocket PC you are using:

- iPAQ Pocket PCs with integrated Bluetooth capability (for example, the iPAQ Pocket PC H2210 and H5500 series)
- Other Bluetooth-enabled Pocket PCs

Prepare for Bluetooth printing

Before you add or print to a Bluetooth printer, complete the following setup procedures.

For iPAQs with integrated Bluetooth capability

Make sure that the Bluetooth radio on your iPAQ is turned on.

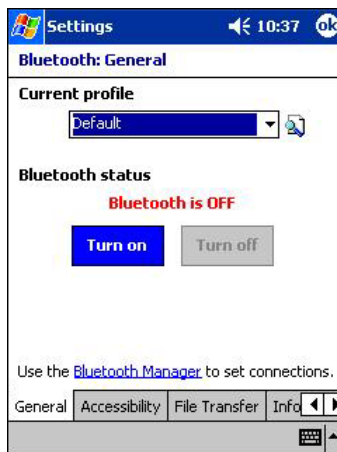
1. Tap **iPAQ Wireless** in the Start menu or tap the Wireless icon in the lower right corner of the screen.



2. In the iPAQ Wireless screen, tap the Settings button next to the Bluetooth icon.



3. In the Bluetooth Settings screen, under Bluetooth status, tap the **Turn on** button.



For other Bluetooth-enabled Pocket PCs

The Bluetooth printer has to be discovered and a COM port assigned.

1. Follow the manufacturer's instructions for Bluetooth software to discover Bluetooth printers within range, and associate a COM port with the printer you intend to use. If you need more help, go to the HP Support Web site at <http://www.hp.com/support/pocketpcprint>.
2. Note the number of the COM port. You will need to specify this port when adding or printing to this Bluetooth printer.

Add a Bluetooth printer

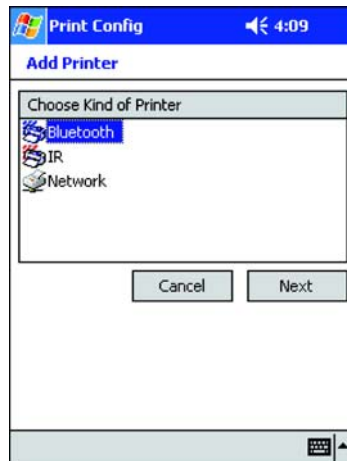
To add a Bluetooth printer, first choose Bluetooth as the type of printer, then choose or search for the specific Bluetooth printer.

To choose the type of Bluetooth printer

1. In HP Mobile Printing, tap **Tools**, and then tap **Configuration** to display the Configuration screen.



2. Select the **Printers** tab, and then tap **Add**.
3. In the Add Printer screen, select **Bluetooth**, and then tap **Next**.



4. The Add Bluetooth Printer screen appears.



Continue with the instructions below to choose a Bluetooth printer:

- For iPAQs with integrated Bluetooth
- For other (non-iPAC) Bluetooth-enabled Pocket PCs

For iPAQs with integrated Bluetooth

After you select **Bluetooth** and tap **Next** in the Add Printer screen, the Add Bluetooth Printer screen appears.



1. In the Add Bluetooth Printer screen, select **Search for a Bluetooth printer near me**.

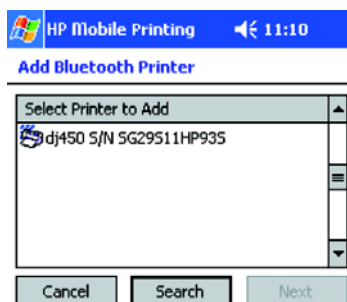
This is the primary option for iPAQs with integrated Bluetooth (for example, the iPAQ H2210 and H5500 series). When you choose this option, HP Mobile Printing searches for Bluetooth printers within range. It will automatically identify each known Bluetooth printer and determine the correct printer driver to use when printing.

Tap **Next**.


NOTE: If HP Mobile Printing is unable to recognize the Bluetooth printer, you can specify the printer to use by selecting it from a list.

NOTE: Although the **Add a Bluetooth printer** option is available for iPAQs with integrated Bluetooth, this option is designed primarily for Other Bluetooth-enabled Pocket PCs. See To specify the printer to use.

2. Select a printer, and then tap **Next** to add it to the printer list.



3. When you add a printer, you have to give it a name. The name should be unique and easily identifiable.

In the Specify Bluetooth Printer screen, enter the printer name in the **My printer's** name box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.



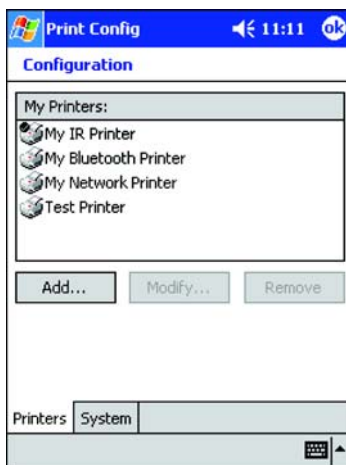
Select the following check boxes as needed:

- Tap the **Enable raw file** type check box if you want to send an unprocessed file (such as a postscript or pdf) directly to the printer.
- Tap the **Set as default printer** check box if you want to make the current printer your default printer.

To print a test page, tap **Print Test Page**.

Tap **Finish** to add the printer to the printer list.

4. The Configuration screen appears. Tap **ok** to return to the My Printers screen.



5. The My Printers screen appears with the added printer.

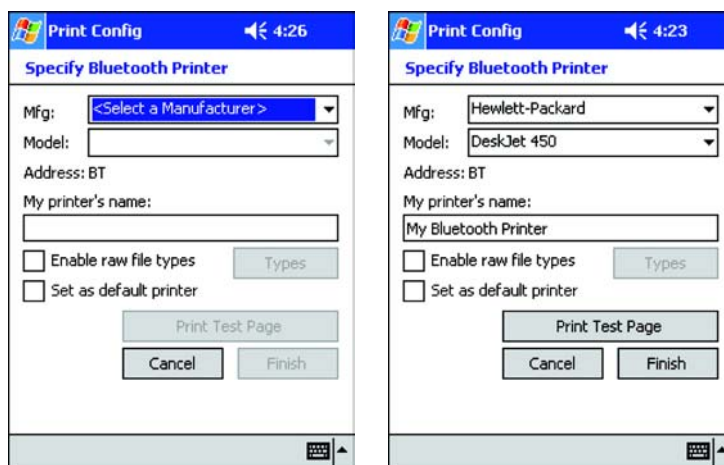


For other (non-iPAC) Bluetooth-enabled Pocket PCs

When you select **Add a Bluetooth printer**, and then tap **Next** in the Add Bluetooth Printer screen, the Specify Bluetooth Printer screen appears.

To specify the printer to use

1. In the Specify Bluetooth Printer screen, use the drop-down boxes to select the printer manufacturer and model.



2. Select the COM port that was associated with the printer during the setup procedure. The default COM port is 8.

To change the Bluetooth COM port setting, go to the Configuration screen and tap the **System** tab.

3. When you add a printer, you have to give it a name. The name should be unique and easily identifiable.

Enter the printer name in the **My printer's** name box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.

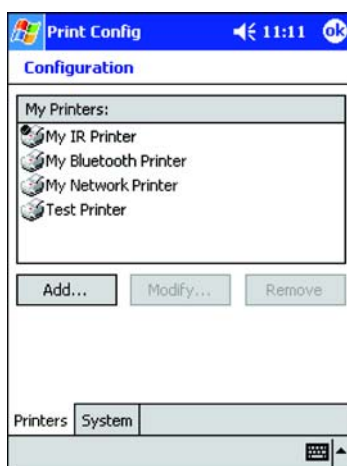
Select the following check boxes as needed:

- Tap the **Enable raw file** type check box if you want to send an unprocessed file (such as a postscript or pdf) directly to the printer.
- Tap the **Set as default printer** check box if you want to make the current printer your default printer.

To print a test page, tap **Print Test Page**.

Tap **Finish** to add the printer to the printer list.

4. The Configuration screen appears. Tap **ok** to return to the My Printers screen.



5. The My Printers screen appears with the added printer.

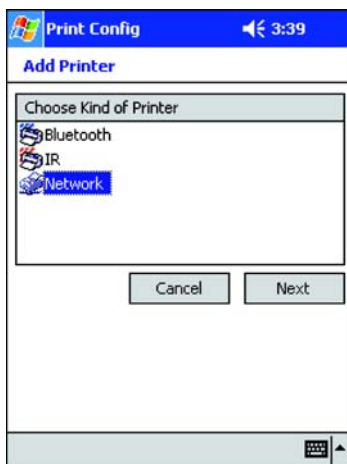


Choose a network printer

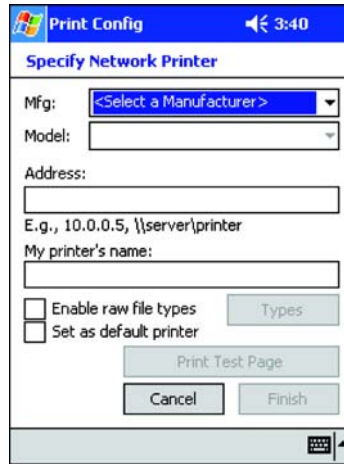
After you select **Network printer** in the Add Printer screen, you will see the Specify Network Printer screen. A network printer requires an IP address or host name. A shared printer requires a printer path.


To specify the printer to use

1. In the Add Printer screen, tap **Network**, and then tap **Next**.



2. In the Specify Network Printer screen, use the drop-down boxes to select the printer manufacturer and model.



Enter the correct network connection in the Address box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen. The network connection can be one of the following:

- IP Address (for example, 200.211.15.17)
- Host Name (for example, NPI2A8931.hp.com)
- Print Share (for example, \\printshare hosting PC\shared printer name)
- UNC pathname (for example, \\server\printer name)

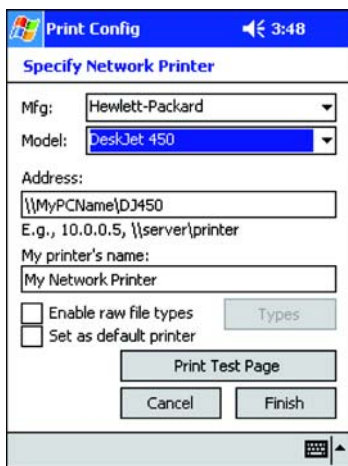
NOTE: If no port number is specified, then the default 9100 is used. You can also change the port number by using the convention <IP Address>:<port number> (for example, 200.211.15.17:9102).

When you add a printer, you have to give it a name. Use the keyboard to enter a unique and easily identifiable name in the **My printer's** name box.

Select the following check boxes as needed:

- Tap the **Enable raw file type** check box if you want to send an unprocessed file (such as a postscript or pdf) directly to the printer.
- Tap the **Set as default printer** check box if you want to make the current printer your default printer.

To print a test page, tap **Print Test Page**.

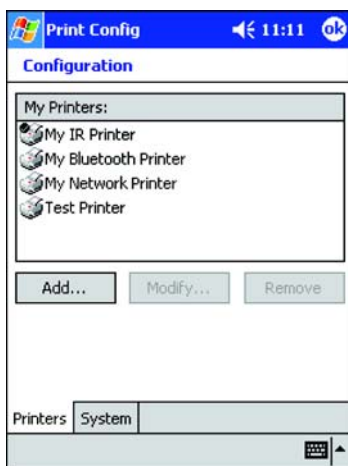


The screenshot shows the 'Print Config' application with the 'Specify Network Printer' screen. The title bar includes a Windows logo, the text 'Print Config', a speaker icon, and the time '3:48'. The screen has a blue header with the title 'Specify Network Printer'. Below this, there are two dropdown menus: 'Mfg:' set to 'Hewlett-Packard' and 'Model:' set to 'DeskJet 450'. An 'Address:' text field contains '\\MyPCName\DJ450', with a hint 'E.g., 10.0.0.5, \\server\printer' below it. A 'My printer's name:' text field contains 'My Network Printer'. There are two checkboxes: 'Enable raw file types' (unchecked) and 'Set as default printer' (unchecked). To the right of these checkboxes is a 'Types' button. At the bottom are three buttons: 'Print Test Page', 'Cancel', and 'Finish'. A keyboard icon is in the bottom right corner.

NOTE: For Wi-Fi printing over the network, make sure the Wi-Fi radio on your iPAQ or other Pocket PC device is turned on.

Tap **Finish** to add the printer to the printer list.

3. The Configuration screen appears. Tap **ok** to return to the My Printers screen.



The screenshot shows the 'Print Config' application with the 'Configuration' screen. The title bar includes a Windows logo, the text 'Print Config', a speaker icon, the time '11:11', and an 'ok' button. The screen has a blue header with the title 'Configuration'. Below this is a list box titled 'My Printers:' containing four entries: 'My IR Printer', 'My Bluetooth Printer', 'My Network Printer', and 'Test Printer'. Below the list box are three buttons: 'Add...', 'Modify...', and 'Remove'. At the bottom, there is a tabbed interface with 'Printers' and 'System' tabs, and a keyboard icon in the bottom right corner.

4. The My Printers screen appears with the added printer.



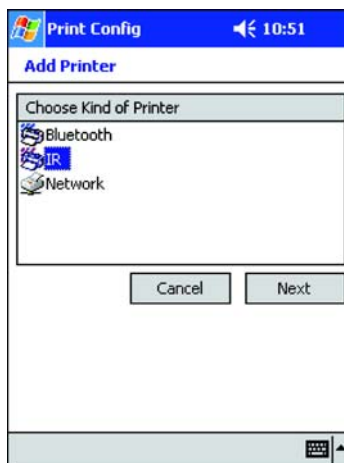
Choose an infrared printer

When you select **IR printer** in the Add Printer screen, HP Mobile Printing automatically attempts to identify the printer and determine the correct printer driver to use when printing. See **To detect an infrared printer**.

If HP Mobile Printing is unable to recognize the printer, you can specify the printer to use by selecting and adding it from a list of available models. See **To specify an infrared printer to use manually**.

To detect an infrared printer

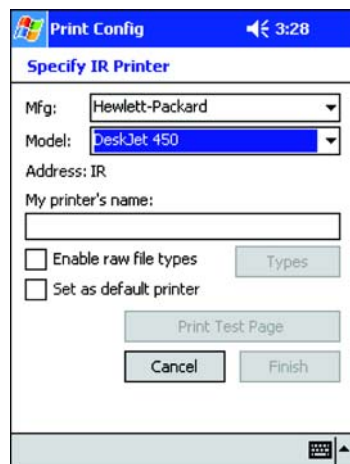
1. From the Add Printer screen, select **IR**, and then tap **Next**.



2. Make sure that the infrared ports of the two devices are lined up and within range. Tap **ok** on the IR Printer Identification screen.



The Specify IR Printer screen appears. The printer's manufacturer appears in the **Mfg** drop-down box, while the printer's model number appears in the **Model** drop-down box.



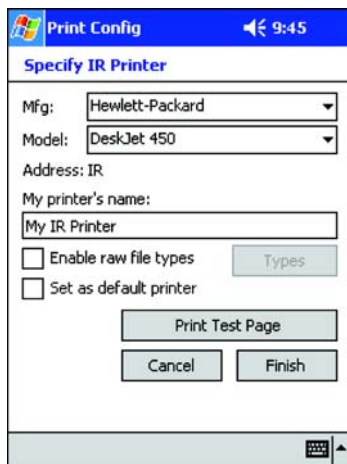
3. When you add a printer, you have to give it a name. The name should be unique and easily identifiable.

Enter the printer name in the **My printer's** name box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.

Select the following check boxes as needed:

- Tap the **Enable raw file type** check box if you want to send an unprocessed file (such as a PostScript® or .pdf) directly to the printer.

- Tap the **Set as default printer** check box if you want to make the current printer your default printer.

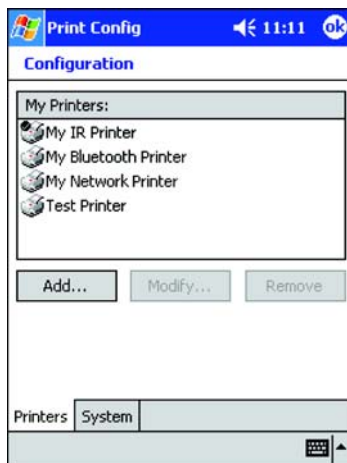


To print a test page, tap **Print Test Page**.

Tap **Finish** to add the printer.

NOTE: HP Mobile Printing is unable to detect certain infrared printers. If the IR printer cannot be detected, you must use the drop-down boxes to enter the appropriate printer manufacturer and model. For more information, see [To specify an infrared printer to use manually](#).

4. The Configuration screen appears. Tap **ok** to return to the My Printers screen.

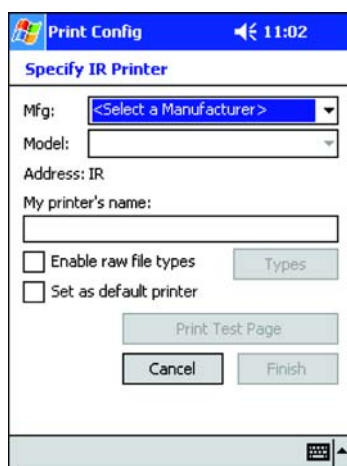


5. The My Printers screen appears with the added printer.



To specify an infrared printer to use manually

1. In the Specify IR Printer screen, use the drop-down boxes to select the printer manufacturer and model.



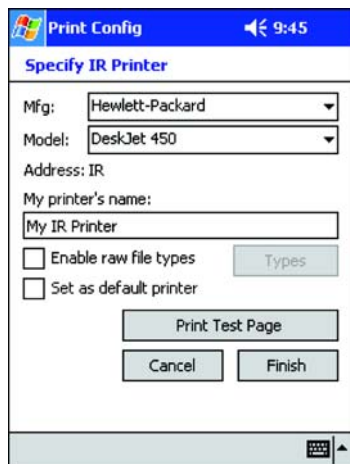
2. When you add a printer, you have to give it a name. The name should be unique and easily identifiable.

Enter the printer name in the **My printer's** name box. When you tap this field, a keyboard will appear. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.

Select the following check boxes as needed:

- Tap the **Enable raw file type** check box if you want to send an unprocessed file (such as a PostScript or .pdf) directly to the printer.

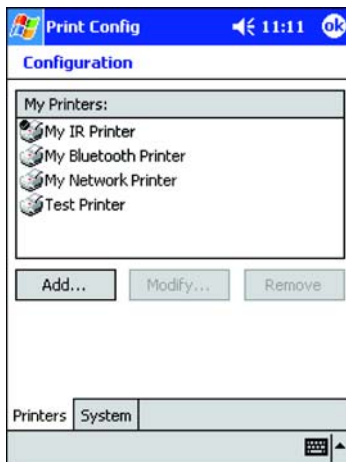
- Tap the **Set as default printer** check box if you want to make the current printer your default printer.



To print a test page, tap **Print Test Page**.

Tap **Finish** to add the infrared printer.

3. The Configuration screen appears. Tap **ok** to return to the My Printers screen.



4. The My Printers screen appears with the added printer.



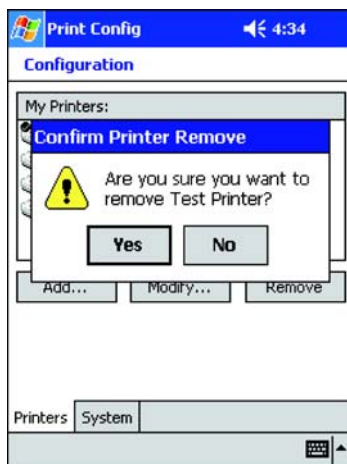
Remove a printer

To remove a printer

1. In HP Mobile Printing, tap **Tools**, and then tap **Configuration** to display the Configuration screen.
2. Select the **Printers** tab to display the printer list.



3. Select the printer and tap **Remove**.



4. Tap **Yes** in the message box to confirm that you want to remove the printer.

4 Printing

A quick look at HP Mobile Printing

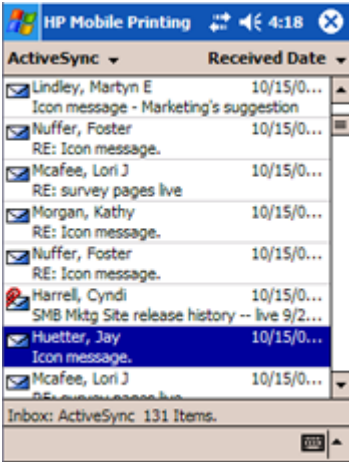
The following table shows how files can be printed either through File Explorer, the application, or directly.

Table 4-1 Print Capabilities

	File Explorer	Application	Application	Direct
		Highlight, then "tap and hold"	Open, then "tap and hold"	Tap Tools, then tap Print
Pocket Word (.psw, .rtf)	Yes	Yes	No	No
Pocket Excel (.pxl)	Yes	Yes	No	No
Pocket IE (HTML)	Yes	N/A	Yes	No
Pocket Outlook				
• E-Mail	N/A	No	No	Yes
• E-Mail Attachment	Yes	No	No	No
• Tasks	N/A	Yes	No	Yes
• Content	N/A	Yes	No	Yes
• Calendar	N/A	Yes	No	Yes
Pictures	Print without view option	Yes	No	No

E-mail Printing

Tap **Start** and then **Messaging** or **Inbox** to see a list of messages.



NOTE: To view and print attachments, download them to a Pocket PC. To print PowerPoint (.ppt, .pps), Excel (.xls), Word (.doc), or PDF (.pdf) documents, you will need WESTTEK’s ClearVue viewers (for details, see [Supported file formats](#)).

NOTE: For viewing and printing Adobe Acrobat formatted (*.pdf) documents, Adobe Acrobat Reader is available. To download a free copy, visit Adobe’s web site at <http://www.adobe.com/products/acrobat/readerforppc.html>.

How to print an e-mail message and attachment

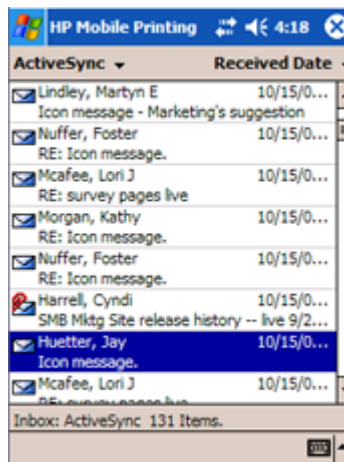
The following example shows how to print an e-mail message to a printer with Bluetooth technology. For more information on printing e-mail messages and files.

To print a message

1. Access your e-mail by selecting **Messaging** or **Inbox** from the Start menu..




2. Once you are in Messaging or Inbox, tap **Tools**, then tap **Print**. This will open the HP Mobile Printing window.
3. Highlight the e-mail you want to print. "Tap and hold" the highlighted e-mail, then select **Print**.

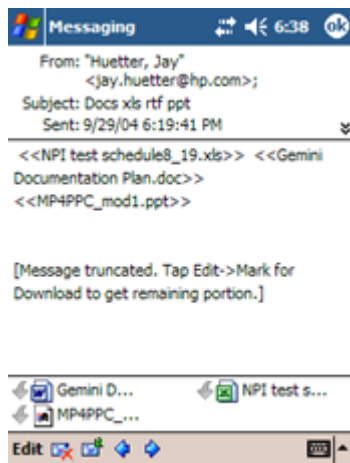


To print a message attachment

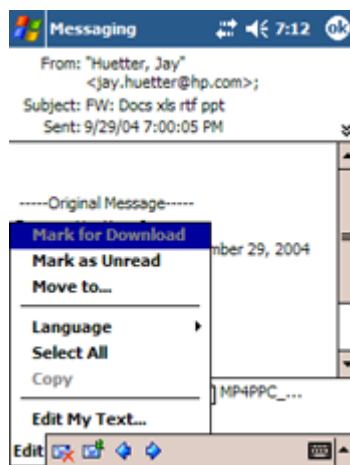
If a message contains any attachments, they are listed below the message.

You can only print attachments that have first been downloaded to a Pocket PC. If a down-pointing arrow  is next to the attachment, then the attachment has not been downloaded. Once the attachment is downloaded, then the arrow will disappear (see Chapter 4, [What the file icons mean](#)).

1. Tap a message to open it.



2. If the attachment has not been downloaded, tap **Edit**, then tap **Mark for Download**.



The download icon will disappear showing the attachment is downloaded.

3. Tap **Tools**, then tap **Print**. This will open the HP Mobile Printing window.
4. Open your message. At the bottom of the window, there will be checkmark boxes for the body of the message and all associated attachments.


5. Tap any number of boxes for the items you wish to print (a checkmark will be shown in the box for the items you select), then tap **Print**.
6. After you tap **Print**, the My Printers screen appears.



This screen will list any pre-defined printers on your list. Select one of the pre-defined printers, and then tap **Print** to submit the printing job. To learn how to create a printer list, see Chapter 3, [Creating a printer list](#).

What the file icons mean

In HP Mobile Printing, the icon next to an e-mail attachment or a file identifies the file type, just as the file icons do in File Explorer. In HP Mobile Printing's e-mail view, the icon also indicates whether the attachment is in the Pocket PC. For example:

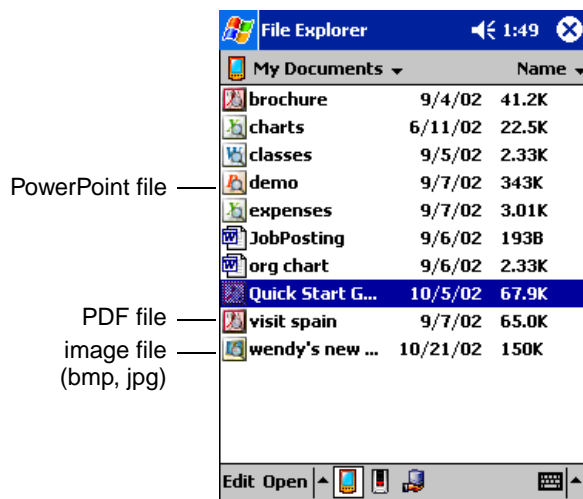
The icon  indicates that the file was not downloaded.

No icon indicates that the file was downloaded.

If an attachment cannot be printed or opened because the file format is not supported, you will receive an error message when you tap on the downloaded attachment.

The error message will state "Unrecognized file type. Tap and hold the attachment to save it and open the attachment using a compatible program."

If you installed WESTTEK's ClearVue viewers, you will see the ClearVue icons in place of the Microsoft Office icons and the supported image formats. For example:



Files that still show the Microsoft Office icons are Pocket Word and Pocket Excel files.

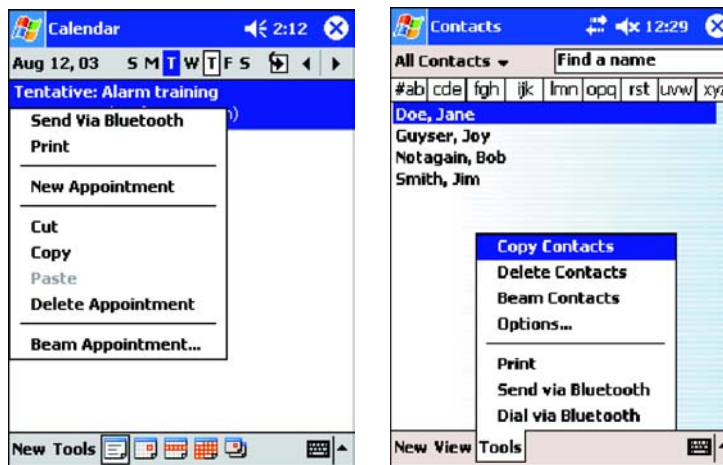
NOTE: To view and print attachments, download them to a Pocket PC. To print PowerPoint (.ppt, .pps), Excel (.xls), Word (.doc), or PDF (.pdf) documents, you will need WESTTEK's ClearVue viewers (for details, see [Supported file formats](#)).

Print from Calendar, Contacts, and Tasks

In Calendar, Contacts, and Tasks, the **Print** function is provided in the pop-up menu or **Tools** menu. The **Print** function prints details of the selected appointments, contacts, or tasks.

To print details of selected items

1. Open Calendar, Contacts, or Tasks.
2. Select the item to print. In some views you may be able to select more than one item. In Calendar and Tasks, you can make a selection in the Print screen (see step 4).
3. Tap and hold to display the pop-up menu and select **Print**, or select **Print** from the **Tools** menu. For example:



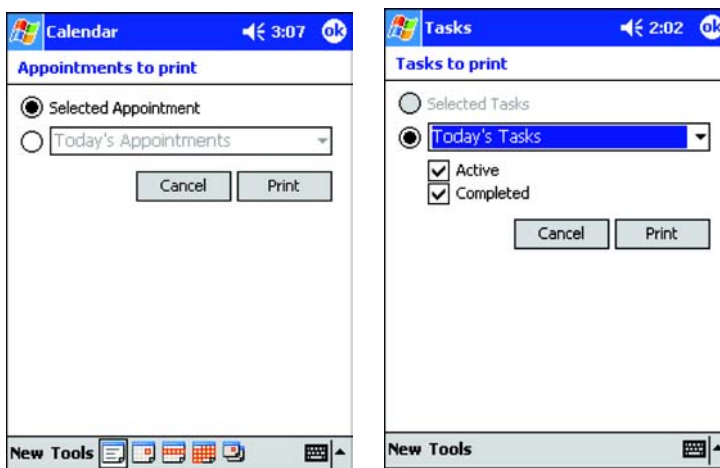
In Calendar, choose **Selected Appointments** to print what you had previously selected, or you can tap the **Today's Appointments** drop-down box and choose from the following options:

- Today's Appointments
- This Week's Appointments
- Next Week's Appointments

In Tasks, choose **Selected Tasks** to print what you have previously selected, or you can tap the **Today's Tasks** drop-down box and choose from the following options:

- All Tasks
- Today's Tasks

4. When you have made your selection, tap **Print**.



After you tap **Print**, the My Printers screen appears. This screen will list any pre-defined printers on your list. To learn how to create a printer list, see Chapter 3, [Creating a printer list](#).

5. Select one of the pre-defined printers.

If you want to change your print settings before printing, tap **Print Options**. For more information on the various printing options, see [Choose print options](#).

6. Tap **Print** to submit the printing job.

Direct Printing from Excel, Word, Pictures, and Pocket IE

To print from Excel

1. Tap **Start**, then tap **Programs**.
2. Tap the **Pocket Excel** icon.
3. Tap and hold on the desired file, then select **Print** from the pop-up menu.

To print from Word

1. Tap **Start**, then tap **Programs**.
2. Tap the **Word** icon.
3. Tap and hold on the desired file, then select **Print** from the pop-up menu.

To print from Picture

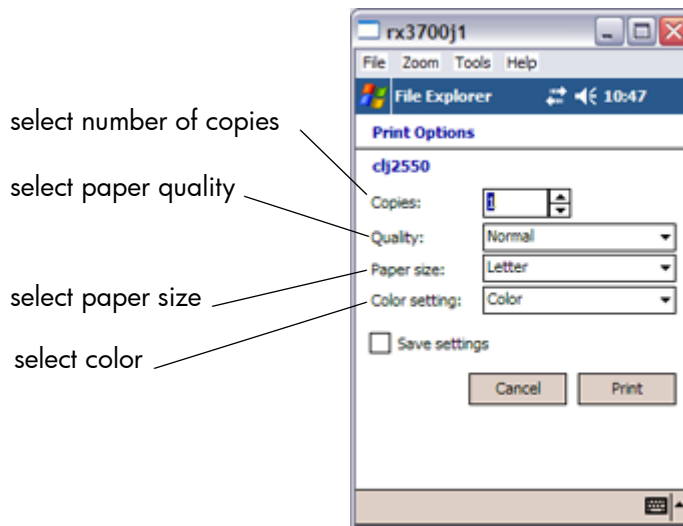
1. Tap Start, then tap **Programs**.
2. Tap the **Picture** icon.
3. Tap and hold on the desired picture file, then select **Print** from the pop-up menu.

To print from Pocket IE

1. Tap Start, then tap **Internet Explorer** from the pop-up menu.
2. Tap and hold in the desired web site window, then select **Print** from the pop-up menu.

Choose print options

The Print Options screen allows you to change various print settings, such as the number of copies, paper size, and quality. The color settings option shown below is not available on all printers.



The Print Options screen is also the screen that appears whenever you print from other programs (Calendar, Contacts, and Tasks, as well as ClearVue viewers).

To change print settings

1. When printing from HP Mobile Printing, select **Print Options** from the My Printers screen.
When printing from other programs, select **Print**.

In the Print Options screen, tap the **Copies**, **Quality**, **Paper size**, and **Color setting** (if available) drop-down boxes to select the print settings, and then tap **Print**.

File Printing with File Explorer

In HP Mobile Printing, tap **Start, Programs**, then **File Explorer** to print files located on the Pocket PC or on the network.

Supported file formats

From HP Mobile Printing, you can open and view files on a Pocket PC (including e-mail attachments that have been downloaded) as well as files from the network. You can view and print the following types of files:

- Plain text format (.txt)
- Pocket Word documents (.psw, .rtf)
- Notes documents (.pwi)
- Pocket Excel documents (.pxl)
- Image formats (.bmp, .jpg)

Support for these image formats is provided by ClearVue Image.

In addition, you can purchase WESTTEK's ClearVue viewers which let you view and print Microsoft Office documents and PDF documents on a Pocket PC.

NOTE: Viewing and printing a complex desktop file on a Pocket PC requires a large amount of its memory and system resources. The recommended minimum memory is 64 MB of system RAM. Before printing a desktop file, close all other applications. If you are printing from a ClearVue viewer, HP Mobile Printing will automatically close the viewer before it prints. PowerPoint slides are printed two to a page, instead of each slide being sized to fill the page. This is due to the memory constraint on the Pocket PC.


NOTE: To view and print attachments, download them to a Pocket PC. To print PowerPoint (.ppt, .pps), Excel (.xls), Word (.doc), or PDF (.pdf) documents, you will need WESTTEK's ClearVue viewers (for details, see [Supported file formats](#)).


Print a Pocket PC file

To browse folders and print a file

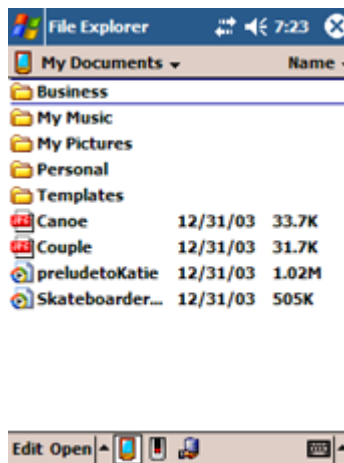
1. Open Files Explorer by tapping on **Start**, then **File Explorer**.

2. Do one of the following:

- To list files on the Pocket PC, tap the Pocket PC button  on the command bar.
- To list files on the network:

Tap the Network button  on the command bar. Use the keyboard to enter the required text for the path name.

Tap **OK**. You may be prompted for a user name and password before you can access the folder.



3. Select the file to print by performing a “tap and hold” on the filename, then tap **Print**.

To print desktop Microsoft Office documents, you will need WESTTEK ClearVue viewers. For details, see [Supported file formats](#) and [Print a file using WESTTEK ClearVue](#).

After you tap **Print**, the My Printers screen appears. This screen will list any pre-defined printers on your list. To learn how to create a printer list, see Chapter 3, [Creating a printer list](#).

4. Select one of the pre-defined printers.

If you want to change your print settings before printing, tap **Print Options**. For more information on the various printing options, see [Choose print options](#).

5. Tap **Print** to submit the printing job.

Print a file using WESTTEK ClearVue

WESTTEK ClearVue viewers support PowerPoint, Excel, and Word files created with desktop Office 97, Office 2000, and Office XP.

Once the ClearVue viewers are installed, you can print the above desktop file formats from HP Mobile Printing.

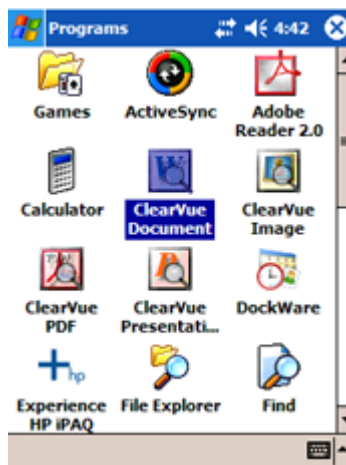
To find out more about ClearVue, visit <http://www.westtek.com>.

To view and print a file

1. Tap Start, then tap Programs.
2. In the Programs window tap one of the ClearVue icons:
 - ClearVue Presentation for Microsoft PowerPoint files (.ppt, .pps)

NOTE: PowerPoint slides are printed two to a page, instead of each slide being sized to fill the page. This is due to the memory constraint on the Pocket PC.

- ClearVue Image for image files (.bmp and .jpg)
- ClearVue Document for Microsoft Word files (.doc)
- ClearVue PDF for PDF files (.pdf).



3. Tap a file to open it.
4. Tap **File**, then tap **Print**.

After you tap **Print**, the My Printers screen appears. This screen will list any pre-defined printers on your list. To learn how to create a printer list, see Chapter 3, [Creating a printer list](#).

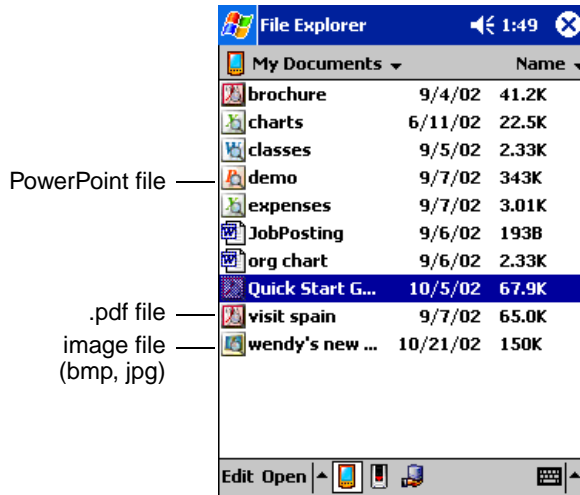
5. Select one of the pre-defined printers.

If you want to change your print settings before printing, tap **Print Options**. For more information on the various printing options, see [Choose print options](#).

6. Tap **Print** to submit the printing job.

To view and print files in File Explorer

When the ClearVue viewers are installed, the supported file formats are identified by ClearVue icons.



1. In File Explorer, tap a supported file to open it in a ClearVue viewer.
2. To print the file, tap **File**, and then tap **Print**.
3. In the My Printers screen, select a printer from the printer list and tap **Print**. To change your printing options, tap **Print Options**, then tap **Print**.

NOTE: To view and print attachments, download them to a Pocket PC. To print PowerPoint (.ppt, .pps), Excel (.xls), Word (.doc), or PDF (.pdf) documents, you will need WESTTEK's ClearVue viewers (for details, see [Supported file formats](#)).

To view and print attachments in Messaging or Inbox

1. When viewing a message in Messaging or Inbox, tap an attachment (of a supported file type) to open it.



The attachment is opened in a ClearVue viewer.

2. To print the attachment, tap **File**, and then tap **Print**.
3. In the Print Options screen, select a printer from the printer list and tap **Print**.

View print status

In Print Manager, you can cancel a current printing job or check if a document printed successfully. The Print Manager can display details of past jobs, as well as present jobs. Print Manager also gives you the option of changing the logging levels of your print jobs, configuring your printer, and selecting the appropriate content transformation preferences, which are required for the printing of different file types.

View the status of current jobs

You can view jobs that are currently in the process of printing, and either cancel the jobs, get details of the jobs, or, when necessary, the details of printing errors.

To view the status of current jobs

1. In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Current Print Jobs screen is not the current screen, select the **Tools** tab, and then tap **Current Print Jobs**.



2. In the Current Print Jobs screen, a listing of the current jobs appears.



For details of a specific job, select the job, and then tap **Details**.

The **Details** button becomes enabled once you select the job (for example, On Hold - \Temp\HPPrintHistory.Backup). If you tap the name of the printer (for example, My IR Printer) only the **Continue** and **Cancel** buttons become enabled.

The details of the selected job will then appear.



To cancel a specific job, select the job, and then tap **Cancel** (see Cancel printing).

If there is an error during printing, a Job Stopped screen will appear.



This screen provides you with the following options:

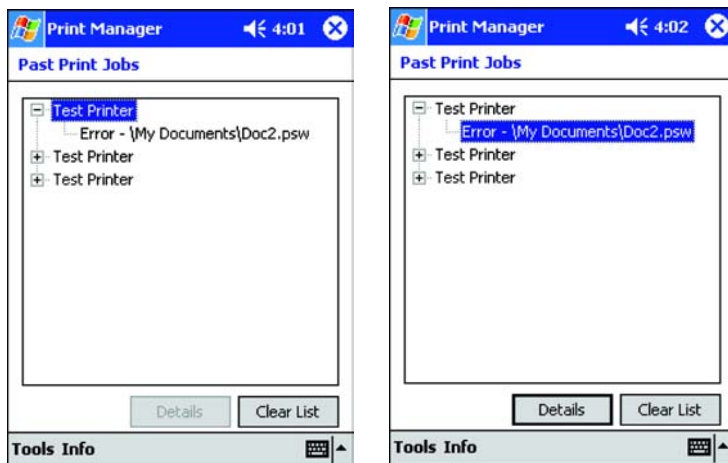
- **Retry:** allows you to re-submit the print job.
- **View:** allows you to pause the print job and view the problem.
- **Cancel:** allows you to terminate the print job.

Clear past job entries

If you have printed many documents, you can clear some of the past job entries from the Past Print Jobs screen. You can clear job entries that have the "Done," "Canceled," or "Error" status.

To clear past job entries

1. In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Past Print Jobs screen is not the current screen, select the **Tools** tab, and then tap **Past Print Jobs**.



2. To clear the past job entries, tap **Clear List**.

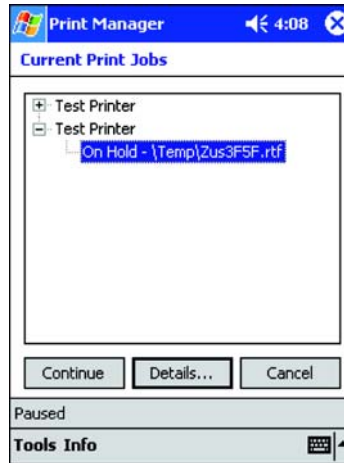
If you want to see the details of a past print job before clearing the list, select the job, and then tap **Details**.

Cancel printing

You can cancel the printing of any print job with the status of “On Hold” or “Processing.”

To cancel printing

1. In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Current Print Jobs screen is not the current screen, select the **Tools** tab, and then tap **Current Print Jobs**.



2. Select the job entry or entries that you want to clear, and then tap **Cancel**.

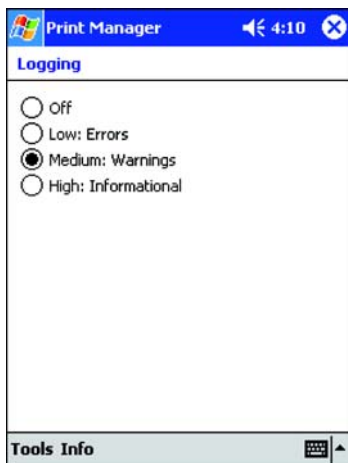
In the example above, the “On Hold” status line for “Test Printer” is selected, and the **Cancel** button is enabled. Also, the **Cancel** button will always be enabled when you select the printer name (in the example above, it is “Test Printer”).

Change logging levels

In Print Manager, you can either select the appropriate logging level or turn off the logging function entirely.

To change logging levels

1. In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Logging Levels screen is not the current screen, select the **Tools** tab, and then tap **Logging**.



2. Select the appropriate level. The log files are located in My Device/Temp.

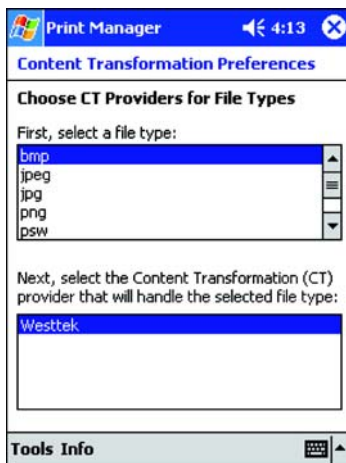
NOTE: For a new logging level to take effect, you must first close and then restart the application. For information on how to close an open application, see [To close open applications](#).

Choose content transformation preferences

In Print Manager, you can select the Content Transformation provider that is required to print a specific file type (such as .bmp or jpeg).

To choose content transformation preferences

1. In HP Mobile Printing, tap **Tools**, and then tap **Job Status** to enter the Print Manager. If the Content Transformation Preferences screen is not the current screen, select the **Tools** tab, and then tap **Content Transformation Prefs**.



2. In the scroll box, select the file type that you want to print.
3. In the list box, select the Content Transformation (CT) provider that will handle the selected file type.

Configure the printer

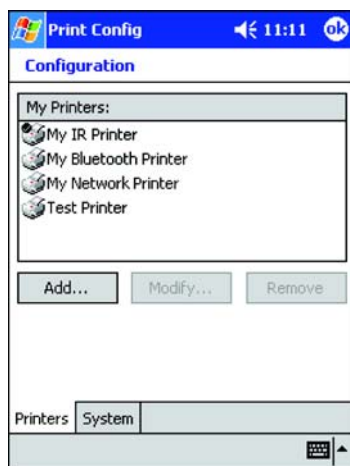
Print Manager lets you configure the printers that you want to use for your print jobs.

To configure the printer

1. From a Print Manager screen (for example, Current Print Jobs), tap **Tools**, and then tap **Print Config**.

Alternatively, you can reach the same Configuration screen from HP Mobile Printing, by tapping **Tools**, and then tapping **Configuration**.

The Configuration screen appears.



2. In the Configuration screen, select the **Printers** tab, and then tap to select the task that you want to perform with the printers.
 - To add a printer to the printer list, tap **Add**.
 - To modify a printer, tap **Modify**.
 - To remove a printer from the printer list, tap **Remove**.

View Print Manager Information

You can access general information regarding the Print Manager (for example, the version number and copyright information) from the Print Manager Screen.

To view Print Manager information

1. From a Print Manager screen (such as Current Print Jobs), tap the **Info** tab, and then tap **About**.



5 Troubleshooting

Printing problems

Unable to find printer model

If a printer model is not listed, try one of the following solutions:

- Select the series that matches the printer. For example, to use a PhotoSmart 7150 printer, select **PhotoSmart 7000 series**.
- Select Hewlett-Packard PostScript Printer for a postscript-enabled printer.

Unable to print to an infrared printer

Make sure that:

- The infrared ports on the devices are lined up and within the recommended range. Try moving closer to the printer.
- Nothing is between the two ports.
- There are no bright lights shining into either of the ports, which can interfere with the connection.

If the connection is interrupted, you have to reprint the document.

NOTE: Some older infrared devices such as HP Photosmart 1000 series printers use an infrared protocol that is not compatible with HP Mobile Printing.

Unable to print to a Bluetooth printer

Check the following:

- The Bluetooth printer is switched on and not currently printing.
- The Bluetooth radio on the Pocket PC is turned on.
- The devices are within the recommended 10-meter range. Try moving closer to the printer, or into the room where the printer is located (certain walls may block the transmission).

If you are not using an iPAQ with integrated Bluetooth capability, be sure to run the Bluetooth software to discover the printer and assign a COM port. When selecting the printer, make sure you specify the correct COM port.

To specify the correct COM port, tap Start, Programs, Print Manager, Print Config, and

Printers. On the System tab, set the Bluetooth COM port. For more information, check the manufacturer's Bluetooth software specifications.

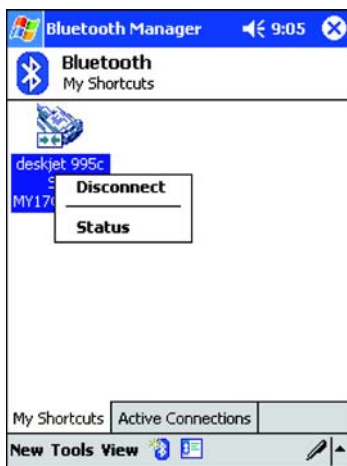
You've configured a Bluetooth printer with an iPAQ 5450/55 device, but the following error message occurs:

"Unable to connect to the Bluetooth printer. Check whether the printer is powered on and located within the supported range. If the problem persists, restart your device."

There may be a faulty connection between the Bluetooth printer and Bluetooth Manager that is preventing HP Mobile Printing from connecting to that printer.

To correct the problem, do one of the following two options:


1. Remove the connection between the printer and the COM port. This connection, as shown in the Active Connections list, was established in the iPAQ 5450/55 Bluetooth Manager.
 - a. Tap **Start**, tap **iPAQ Wireless**, and then tap **Bluetooth Manager**.
 - b. Tap and hold on the printer icon. A pop-up menu appears.
 - c. In the pop-up menu, tap **Disconnect**. This allows HP Mobile Printing to establish its own COM port connection to the Bluetooth printer.



- d. Return to HP Mobile Printing to print.

2. In Print Manager, manually add the Bluetooth printer, and then set the COM port to COM8.
 - a. Tap **Start, Programs**, and then **Print Manager**.
 - b. Tap **Tools**, and then tap **Print Config**. Select the **Printers** tab, and then tap **Add**.
 - c. Select **Bluetooth**, and then tap **Next**.
 - d. Select **Add a Bluetooth printer**, and then tap **Next**.
 - e. Use the drop-down boxes to select the manufacturer and printer model.

NOTE: HP iPAQ printers typically use the COM8 port for Bluetooth connections. Other manufacturers may use a different COM port for Bluetooth printing. See the manufacturer's printer documentation for more details.

- f. Enter a unique and easily identifiable printer name in the **My printer's** name box. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.
- g. Select from the **Enable raw file types** and **Set as default printer** check boxes, as appropriate.
- h. Tap **Finish**.

You've initiated a search for nearby Bluetooth printers on an iPAQ 5450/55, but the resulting list is empty.


There may be a faulty connection between the Bluetooth printer and Bluetooth Manager that is preventing HP Mobile Printing from connecting to, or searching for, that printer.

To correct the problem, do one of the following two options:

1. Verify that your Bluetooth radio is turned on and that you are within 10 meters of the printer.
2. Try several searches.
3. Turn off any nearby Bluetooth devices that could be interfering.
4. Remove the connection between the printer and the COM port. This connection, as shown in the Active Connections list, was established in the iPAQ 5450/55 Bluetooth Manager.
 - a. Tap **Start**, tap **iPAQ Wireless**, and then tap **Bluetooth Manager**.
 - b. Tap and hold on the printer icon. A pop-up menu appears.

- c. In the pop-up menu, tap **Disconnect**. This allows HP Mobile Printing to establish its own COM port connection to the Bluetooth printer.



- d. Return to HP Mobile Printing to print.
5. In HP Mobile Printing for Pocket PC, manually add the Bluetooth printer, and then set the COM port to COM8.
 - a. Tap **Start**, and then tap **HP Mobile Printing**.
 - b. Tap **Tools**, and then tap **Configuration**. Select the **Printers** tab, and then tap **Add**.
 - c. Select **Bluetooth**, and then tap **Next**.
 - d. Select **Add a Bluetooth printer**, and then tap **Next**.
 - e. Use the drop-down boxes to select the manufacturer and printer model.
 - f. HP iPAQ printers typically use the COM8 port for Bluetooth connections. Other manufacturers may use a different COM port for Bluetooth printing. See the manufacturer's printer documentation for more details.
 - g. Enter a unique and easily identifiable printer name in the **My printer's** name box. Use the keyboard to enter the required text, and then tap the keyboard icon  on the command bar to remove the keyboard from the screen.
 - h. Select from the **Enable raw file types** and **Set as default printer** check boxes, as appropriate.
 - i. Tap **Finish**.

Nothing prints and no error message is displayed

Make sure that you are within the range of the printer. If nothing prints and no error message displays, use the following steps to correct the problem:

1. From Print Manager, tap **Tools**, and then tap **Current Print Jobs** to check the status of the document.
2. If the status shows an error, tap it to see details of the problem.

Printing is slow

It may take a while to process and print complex documents from a Pocket PC. Tap **Tools**, and then tap **Job Status** to make sure no errors are reported and that the print job is being processed.

To increase the printing speed, use a lower print quality setting such as **Normal** or **Draft**.

Fonts are not printing correctly

Only one font (Tahoma) is available when printing directly to the printer from HP Mobile Printing.

Graphics are not printing, or not printing correctly

- The graphic format may not be supported.
- When printing a document from a Pocket PC, the print quality may not be as good as printing from a desktop computer, and graphics in the document may not print correctly.

When viewing or printing a Word, PowerPoint, or Excel file, the document does not appear as expected

See Appendix A, [ClearVue product limitations](#).

PowerPoint slides are printed two to a page, instead of each slide being sized to fill the page. This is due to the memory constraint on the Pocket PC.

An error message indicates there is insufficient memory or system resources

Viewing and printing a complex desktop file on the Pocket PC requires a large amount of its memory and system resources. Close all other programs before printing a desktop file.

Remember that on the Pocket PC, tapping **X** at the top right corner of a screen does not close a program but only minimizes it.

To close open applications

On the iPAQ Pocket PC:

1. Press the iTasks button on the front panel.
2. Tap and hold the application, and then tap **Close This Task**.

You can also choose to **Close All Tasks** or **Close Background Tasks**.

On other Pocket PCs:

1. On the **Start** menu tap **Settings**.
2. In the **System** tab, tap **Memory**.
3. In the **Running Programs** tab, tap the application to close, and then tap **Stop**. You can also choose to **Stop All Programs**.

After closing the programs, try printing again. If you still see the same error message, reset the Pocket PC.

Network identification problem

You receive a message that states that network access is denied

The name of the PC as indicated in the Settings/About screen must have a unique network resource name.

A Appendix

Set up Inbox

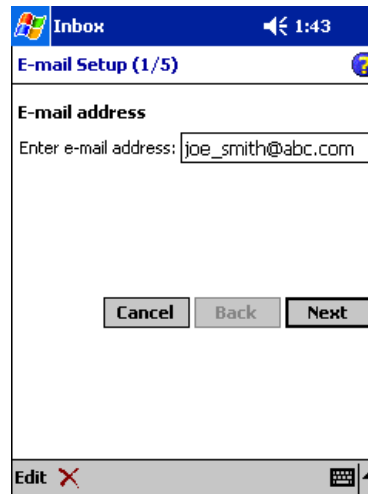
In Inbox, an e-mail service has to be set up for each method you use to access company e-mail accounts. You can obtain the required information from the IT administrator:

- e-mail user name and password
- incoming mail server name
- outgoing mail server name
- Windows NT domain name

NOTE: For configuring the Inbox, specify the required exchange server domain, user name, and alias information.

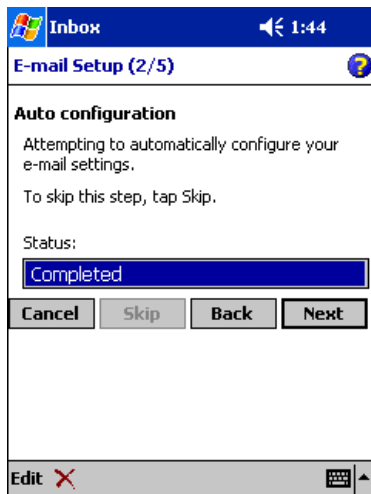
To set up an e-mail service

1. Start Inbox and tap **Services**, and then tap **New Service**.
2. In the first Setup screen, use the keyboard to enter the e-mail address, and then tap **Next**.



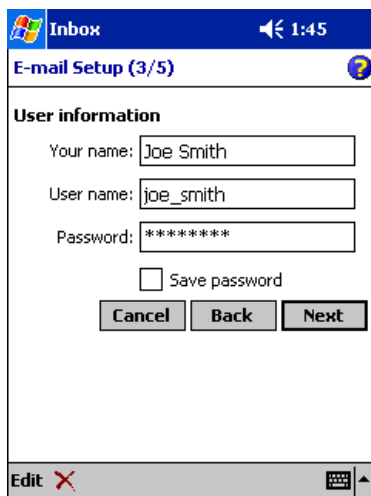
The screenshot shows the 'E-mail Setup (1/5)' screen in the Inbox application. The top status bar shows 'Inbox' and the time '1:43'. The title bar says 'E-mail Setup (1/5)'. The main content area has the heading 'E-mail address' and a text input field with the label 'Enter e-mail address:' and the value 'joe_smith@abc.com'. Below the input field are three buttons: 'Cancel', 'Back', and 'Next'. At the bottom of the screen, there is an 'Edit' button with a red X icon and a keyboard icon.

3. Wait for the configuration of the e-mail settings to complete. When the Status box displays Completed, tap **Next**.



The screenshot shows the 'E-mail Setup (2/5)' screen. At the top, there's a blue header with the Windows logo, 'Inbox', and a speaker icon with '1:44'. Below the header, the title 'E-mail Setup (2/5)' is displayed with a question mark icon. The main content area is titled 'Auto configuration' and contains the text: 'Attempting to automatically configure your e-mail settings. To skip this step, tap Skip.' Below this, the 'Status:' is shown as 'Completed' in a blue box. At the bottom of the main area are four buttons: 'Cancel', 'Skip', 'Back', and 'Next'. The 'Next' button is highlighted. At the very bottom, there's a grey bar with 'Edit' and a red 'X' icon, and a keyboard icon on the right.

4. Use the keyboard to enter the user information, and then tap **Next**.



The screenshot shows the 'E-mail Setup (3/5)' screen. At the top, there's a blue header with the Windows logo, 'Inbox', and a speaker icon with '1:45'. Below the header, the title 'E-mail Setup (3/5)' is displayed with a question mark icon. The main content area is titled 'User information' and contains three text input fields: 'Your name:' with 'Joe Smith', 'User name:' with 'joe_smith', and 'Password:' with '*****'. Below the password field is a checkbox labeled 'Save password'. At the bottom of the main area are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is highlighted. At the very bottom, there's a grey bar with 'Edit' and a red 'X' icon, and a keyboard icon on the right.

5. Use the drop-down box to select the service type (IMAP4 or POP3). Use the keyboard to enter a unique name for the e-mail service, and then tap **Next**.

Inbox 1:45

E-mail Setup (4/5)

Account information

Service type: IMAP4

Name: myIMAP4

Cancel Back Next

Edit X

6. In the final Setup screen, use the keyboard to enter the server information, and then tap **Options**.

Inbox 1:46

E-mail Setup (5/5)

Server information

Incoming mail: mailsvr1.abc.sgp.com

Outgoing mail: xsgbrg.abc.sgp.com

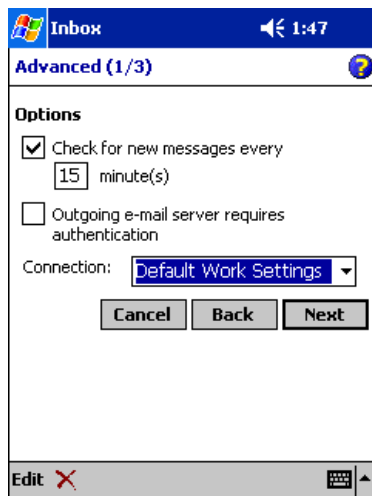
Domain: asiapac

Options

Cancel Back Finish

Edit X

7. In the Advanced screen, make sure you select **Default Work Settings** in the **Connection** drop-down box. Then tap **Back** to return to the previous screen.

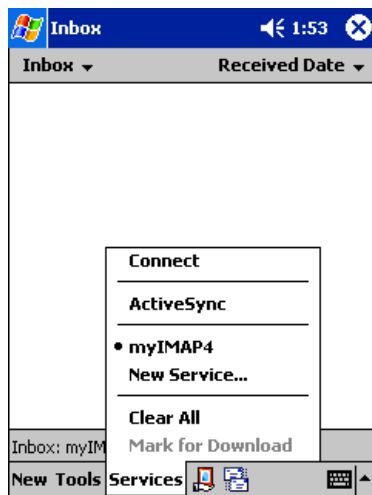


8. Tap **Finish** to complete the setup.

Ensure that the setup was successful by using the e-mail service to send and receive messages.

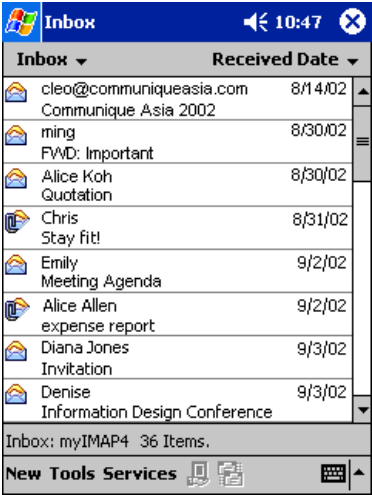
To send and receive messages

1. Tap **Services**, and make sure that the e-mail service you want to use is selected (it should have a bullet next to it).



2. Tap **Connect**.

Inbox should be able to connect to the mail server and retrieve messages.



If you are unable to send and receive messages, contact the IT administrator for help.

ClearVue Suite compatibility

Due to changing technology, backward compatibility between certain versions of HP Mobile Printing and WESTTEK's ClearVue Suite could not be preserved.

The following table indicates version compatibility between the products. To determine compatibility, match your version of HP Mobile Printing with the version of ClearVue Suite.

Version of HP Mobile Printing	Version of ClearVue Suite	Compatibility
v1.0.0.7 (PPC 2002)	v2.12	Yes
—	v2.2	No
—	v2.3	No
v1.0.0.8 (PPC 2002)	v2.12	No
—	v2.2	Yes
—	v2.3	No
v1.1.1.8 (PPC 2003)	v.212	Yes
—	v.2.2	Yes
—	v2.3	No
v2.0 (PPC 2002, PPC 2003)	v2.12	No
—	v2.12c	Yes ¹
—	v2.2	No
—	v2.3	Yes
v3.0 (PPC 2003 SE)	v2.3	Yes
v4.0 (PPC 2003, PPC 2003 SE)	v2.3	Yes

1. Compatible with special upgrade for customers with iPAQ companion CD's containing ClearVue Suite, v2.12.

ClearVue product limitations

WESTTEK's ClearVue Presentation, ClearVue Worksheet, and ClearVue Document are viewers for the Windows CE-based Pocket PC and do not support all of the features included in the desktop versions of Microsoft PowerPoint, Excel, and Word respectively. Restrictions in functionality are due in large part to the size and operating characteristics of the underlying Pocket PC platform. The following sections list some notable limitations.

ClearVue Presentation

- ClearVue Presentation does not support files created with versions of Microsoft PowerPoint prior to Office 97.
- Pocket PC does not provide the same number and type of fonts that are available on a desktop PC. While WESTTEK's ClearVue Presentation will show a close approximation of the intended textual and slide layout, some differences may occur.
- There is generally no correlation between the size of the PowerPoint file and the amount of program memory required to run a presentation. However, it is anticipated that very large presentations or presentations that include large graphical elements may not open or may not display all of the intended content due to program memory or operating space requirements of ClearVue Presentation.

ClearVue Document

- ClearVue Document does not support files created with versions of Microsoft Word prior to Office 97.
- ClearVue Document has only limited support for AutoShapes and does not support images embedded inside of an AutoShape.
- Pocket PC does not provide the same number and type of fonts that are available on a desktop PC. While WESTTEK's ClearVue Document will show a close approximation of the intended textual and page layout, some differences may occur.
- ClearVue Document cannot open files that have been password protected using the "Save Options" password setting in Microsoft Word.

If you have a question regarding the availability of a particular Word feature, please visit WESTTEK's Web site or contact WESTTEK's support.

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